

QUALITY ASSURANCE SURVEILLANCE PLAN FOR CUSTODIAL SERVICES

*This Quality Assurance Surveillance Plan may be made part of the solicitation but
shall not be part of the resulting contract*

McConnell Air Force Base
16 September 1999

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
FOR
CUSTODIAL SERVICES**

1. This QASP is provided for information on the Air Force requirements, the level of performance expectations and how the Air Force will confirm the services are provided are acceptable. The methods of surveillance and procedures may change after contract award based on acceptance of the contractor's Quality Control Plan or a partnering agreement which establishes the metrics to be used, or improved contractor performance.

2. CONTRACTOR'S QUALITY CONTROL. The contractor shall employ his commercial quality control program/procedures to identify, prevent and ensure nonrecurrence of defective services. Through implementation of the contractor's commercial quality control program/procedures, the government shall receive quality services meeting the requirements of this contract.

3. QUALITY ASSURANCE. The government representative will evaluate the contractor's performance through intermittent review of customer complaints received from base personnel. The government representative may inspect each task as completed if deemed appropriate because of changes in the quality of the contractor's performance or repeated customer complaints. The contractor shall be responsible for initially validating customer complaints; however, the government representative shall make the final determination of the validity of customer complaint(s) in cases of disagreement between the contractor and customer(s). Re-performance of unacceptable service is the preferred action to be taken.

a. Performance objectives and thresholds. The performance objectives and thresholds are as stated in the Service Delivery Summary.

SERVICE DELIVERY SUMMARY

Performance Objective	SOW Paragraph No.	Performance Threshold
Provide Basic Cleaning Services in Category I Areas	1.	No more than 10 valid customer complaints during the month.
Provide Basic Cleaning Services in Category II Areas (excluding Child Development Center(s) and Fitness Center)	1.	No more than 3 valid customer complaints during the month.
Provide Basic Restrooms/Locker Rooms Cleaning Services (excluding Fitness Center)	1.2.	No more than 3 valid customer complaints during the month.
Provide Periodic Cleaning Services	1.3.	No more than 3 valid customer complaints during the month.
Provide General Spot Cleaning at the Child Development Center(s) during hours of operation	1.1.8	No more than 3 valid customer complaints during the month.
Provide Basic Cleaning Services at Child Development Center(s) after hours of operation	1.1.	No more than 3 valid customer complaints during the month.
Provide Basic and Basic Restroom/Locker Room Cleaning Services at Fitness Center	1.1. and 1.2.	No more than 5 valid customer complaints during the month.

b. Method of Surveillance. The method of surveillance is Customer Complaint.

c. Customer Complaint Training. After award and prior to contract start the Quality Assurance Evaluator (QAE) shall train each building custodian on the requirements of this contract. Training shall include, as a minimum, the following: (1) Name of contractor; (2) identification of areas within his/her building covered by the contract; (3) services to be

performed within those areas; (4) frequency of cleaning, if known; (5) how and when to submit customer complaints, in accordance with the contractor's quality control program/procedures; (6) actions expected of the contractor upon receipt of customer complaints; and (7) Government point of contact to report unresolved customer complaints.

Follow-up Customer Complaint Training will be conducted, as a minimum, when a new building custodian is appointed and no less than two times per year.

Customer Complaint Training shall be documented in memorandum form to include the following information: (1) contract number; (2) date, time and place of training; (3) individual(s) trained; (4) detailed information of contents of training; and (5) signature of QAE providing the training.

d. Procedures. The contractor is responsible for receiving, validating, and taking action as necessary upon receipt of any and all customer complaints; however, a copy of all complaints received will be provided to the government representative. Intermittently the government representative will select customer complaints received and review the contractor's documentation and action taken. In addition, the government representative shall contact the customer to verify timely, acceptable corrective action was taken by the contractor. If at anytime during the month the number of customer complaints received meet or exceed the performance thresholds for an objective, the government representative shall review all complaints received for that objective. The government representative shall document these reviews in a memorandum for record.

In addition, if during the month a performance threshold is exceeded, the government representative shall immediately notify the contracting office in writing of the finding. The Contracting Officer shall then take appropriate action in accordance with the Inspection/Acceptance provisions of FAR 52.212-4, Contract Terms and Conditions -- Commercial Items.

4. UNACCEPTABLE PERFORMANCE

a. The Government has the right to require the contractor to reperform unacceptable service at no additional cost. Reperformance of nonconforming services is the preferred course of action because we want the service. In some instances reperformance cannot be accomplished as the specified time of performance has passed.

b. If at any time during the month, the results of surveillance indicate unacceptable performance is being received, and the QAE determines that it is not government caused, the QAE shall notify the contract administrator, in writing, of the problem. A copy of all supporting documentation, i.e. customer complaint forms and/or memorandums for record, shall be forwarded with the notification. . The Contracting Officer shall then take appropriate action in accordance with the Inspection/Acceptance provisions of FAR 52.212-4. Contract Terms and Conditions -- Commercial Items.

5. CERTIFICATION OF SERVICES

The QAE is required to accept the contractor services and determine payments due. At the completion of each contract payment period (monthly), the QAE must certify the services actually received and accepted under the contract. A letter will be used to certify services. It shall include the following statement "I certify the services have been received and were accepted." The letter shall be submitted to the contract administrator no later than the **3rd working day** of the month following the month for which services were received.

In addition, if during the month a performance threshold is exceeded, the government representative shall immediately notify the contracting office in writing of the finding. The Contracting Officer shall then take appropriate action in accordance with the Inspection/Acceptance provisions of FAR 52.212-4, Contract Terms and Conditions -- Commercial Items.